Appendix D: Text of the Survey Questionnaire

Demographic and Contact Information

1. Please provide us with the following contact information so that we can follow up with you regarding capacity building services through the Office of Faith-Based and Community initiatives. (If you do not have a website, please type "no website")

Name	Organization	Title	Address	City/Town
State	ZIP	Website	Email Address	Phone Number

2. Please use the space below to provide us with the organization's mission statement. If the organization does not have a mission statement, type "No Mission Statement."
(Open Response)

3. Please indicate how long the organization has been in operation.
(Open Response)

4. Please indicate which of the following areas are serviced by your organization.

Childcare/Education	Substance Abuse/ Mental Health	Clothing or Home Furnishings	Disaster Relief
Community Development	Financial Literacy	Food and Nutrition	Housing/Homelessness
Advocacy	Mentoring	Job or Skills Training	Senior Care
Inmate Re-entry	Domestic Violence	Health (Care, Education, and/or Wellness)	

5. Please indicate what age range your services are targeted toward. (Choose all that apply)

Families	Adult men	Adult women	Children (all ages)
Seniors (65+)	0-6 years	7-13 years	14-18 years

6. Please indicate how many staff members you have in each of the following categories.

Full-time Staff with benefits   [0 1 2 3 4 5 6 7 8 9 10 11+]
Part-time Staff   [0 1 2 3 4 5 6 7 8 9 10 11+]
Full-time Volunteers   [0 1 2 3 4 5 6 7 8 9 10 11+]
Committed Part-time Volunteers [0 1 2 3 4 5 6 7 8 9 10 11+]
AmeriCorps Members [0 1 2 3 4 5 6 7 8 9 10 11+]
Interns [0 1 2 3 4 5 6 7 8 9 10 11+]
Board Members   [0 1 2 3 4 5 6 7 8 9 10 11+]

7. Please indicate whether the organization is faith based or community based.

Faith-based	Community Based

8. Has the organization received grants from the state of Indiana? (Check all that apply)

AmeriCorps State grant	AmeriCorps State host site	Strengthening Families grant
Access to Recovery Provider	Other State grant(s)	The Organization has not received any grants

Organizational Assessment

1. **The organization has a process for reviewing and responding to ideas, suggestions, comments, and perceptions from all staff members, volunteers, and clients.**

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

2. Every year, the organization evaluates its activities to determine progress towards goals.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

3. All stakeholders are involved in the evaluation of the organization's progress toward benchmarks and goals.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

4. The impact of programs on clients is measurable and quantifiable.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

5. Please use this space to provide any additional comments that may be useful to our assessment or that clarify answers above.

(Open Response)

Operations and Governance

1. The organization is current and up to date on all legal and tax forms required by law (including Articles of Incorporation, Form NP-20A, EIN, Form SS-4, Form 1023, Business Entity Report, IRS 990).

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

2. The Board meets regularly, and actively participates in strategic short-term and long-term planning.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

3. New Board members receive orientation.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

4. The Board gets regular training on nonprofit management or other relevant topics.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

5. The Board has a process for handling urgent matters between meetings.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

6. The Board has mandatory term limits.

Yes	No
Don't Know/Not Applicable	If yes, please explain

7. Please use this space to provide any additional comments that may be useful to our assessment or that clarify answers above.

(Open Response)

Planning and Programming

1. The organization frequently evaluates, by soliciting community input, whether its mission and activities provide benefit to the community.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

2. The organization has a long-term strategic plan to accomplish its mission in measurable goals.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

3. The Board, staff, clients, volunteers, key constituencies, and community members all participate in planning.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

4. The organization has established an evaluation process and performance indicators toward the achievement of its goals and objectives.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

5. Those receiving services participate in program development.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

6. Sufficient time and resources are allocated to programs.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

7. Please use this space to provide any additional comments that may be useful to our assessment or that clarify answers above.
(Open Response)

Networking and Advocacy

1. The organization networks and/or collaborates with other non-governmental organizations to produce the most effective and comprehensive services to clients.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

2. The organization networks and/or collaborates with government agencies to produce the most effective and comprehensive services to clients.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

3. The organization participates in advocacy for the community it serves on a local or national level, in addition to providing services to clients.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

4. The organization is associated with a regional, national, or international organization with a similar mission.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

5. The organization has mentoring relationships with similar organizations at the regional, national, or international level.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

6. Please use this space to provide any additional comments that may be useful to our assessment or that clarify answers above.
(Open Response)

Human Resources

1. The organization hires staff based on skill, and not due to personal relationships with staff or the Board.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

2. Employee performance is regularly assessed, and appropriate recommendations and credit are given.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

3. The organization has a clear volunteer management plan, including training for all volunteers.

Strongly Disagree	Disagree
Agree	Strongly Agree
Don't Know/Not Applicable	The Organization Does Not Have Volunteers

4. The staff has all the skills and competencies to make the organization succeed.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

5. The staff participates in on-going training to enhance skills.

Strongly Disagree	Disagree
Agree	Strongly Agree
Don't Know/Not Applicable	If on-going training occurs, please describe below (Open Response)

6. The organization has a constitution, bylaws, personnel handbook, and/or codes that are current, enforced, and accessible.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

7. Please use this space to provide any additional comments that may be useful to our assessment or that clarify answers above.

(Open Response)

Marketing

1. The organization has a clear mission and vision that is regularly communicated to staff, volunteers, and clients.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

2. The organization is well-known within the community it serves.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

3. The organization has a good reputation within the community it serves.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

4. Varied forms of media are used to educate the community about the existence, mission, and programs of the organization.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

5. What types of media are used to educate the community about the existence, mission and programs of the organization?

(Open Response)

10. Please use this space to provide any additional comments that may be useful to our assessment or that clarify answers above.

(Open Response)

Information Technology

The organization has reliable computers, internet connections, and telephones in the organization's main offices/central location.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

2. The organization has an adequate number of computers to satisfy the needs of employees and/or volunteers.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

3. The organization has a website that is frequently updated, maintained, accessible, and reflective of the needs and mission of the organization.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

4. Employees and/or volunteers of the organization are literate in information technology and are able to handle technological tasks related to their work.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

5. The organization has access and ability to run software packages necessary for the operation of the organization, including, but not limited to, accounting software, statistical packages, design programs, and informational management programs.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

6. It is easy for the public to contact the organization via telephone or email.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

10. Please use this space to provide any additional comments that may be useful to our assessment or that clarify answers above.
(Open Response)

Financial Resources

1. From which source(s) does your organization currently receive funding? (choose all that apply)

Fees for services	Federal Grants	State Grants	Local Grants
Individuals	Corporations	Capital Campaign(s)	Annual Fund
One-Time Donors	Repeat Donors	Foundations	Religious Organizations
Show replies/Other (please specify)			

2. What are your fund-raising tactics?

Hosting fund-raising events	Online donations through website	Solicitation by mail
Solicitation by phone	Selling products or providing services	Show replies/Other (please specify)

3. The organization has sufficient funding to be able to maintain its current capacity of services and programs.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

4. The organization follows accounting practices which conform to either Generally Accepted Accounting Principles (GAAP) or International Financial Reporting Standards (IFRS).

Strongly Disagree	Disagree
Agree	Strongly Agree
Don't Know/Not Applicable	If other standard is used, please explain

5. The organization prepares timely financial reports and distributes them to the Board and other relevant parties – including balance sheets, income statements, and cash flow documents.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

6. Does the organization have an accountant or fiscal person?

Yes	No	Don't Know/Not Applicable

7. The organization has a specific budget in place that has been reviewed and approved by the Board.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

8. The organization has a documented set of internal controls, including the handling of cash and deposits and approval over spending and disbursements.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

9. The Board has a fully functional fundraising committee.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not Applicable

10. Please use this space to provide any additional comments that may be useful to our assessment or that clarify answers above.

(Open Response)

Capacity Building Support

1. Considering the questions covered on the previous pages, please rank these capacity areas in order with "1" signifying the most challenging and "8" signifying the least challenging.

Financial Resources	Marketing	Networking and Advocacy	Human Resources
Information Technology	Operations and Governance	Planning and Programming	Organizational Assessment

2. Please indicate if you would like to be contacted by one of our VISTA members regarding assistance in your capacity building development.

Please contact me	Please do not contact me

3. In what areas would the organization benefit from support by the OFBCI?

Organizational Assessment	Operations and Governance
Planning Programming	Networking and Advocacy
Human Resources	Marketing
Information Technology	Financial Resources
More than one area (listed in "other" category)	

4. Would you like for OFBCI to e-mail the final report based on this survey?

Yes	No